

Appln No. 09/684,859

Amdt date March 12, 2004

Reply to Office action of November 14, 2003

Amendments to the Specification:

Please amend the paragraph beginning Page 12, line 11, as follows:

In step [[74]]68, the program inquires whether a customer has placed a request for a different delivery time or location. The customer may also indicate that no delivery is necessary, and that the customer will do a pick-up of the goods to be delivered from the delivery headquarters. A customer might make such a request upon receipt of a delivery alert. Alternatively, the customer may access the estimated delivery schedule time via the Internet, telephone, or other communication means, prior to the receipt of the delivery alert. For example, a customer using the browser-based client may at any time log onto the delivery scheduling computer 10 and view a current estimated delivery time. If the delivery is still waiting to be delivered, the customer may then submit a request to change a delivery parameter.